



Results-Based Accountability

6.12.2014

Goals for today

- ✱ Basic purpose of RBA
- ✱ Vermont legislation (S293)
- ✱ Meanings of population accountability/indicators versus performance accountability/measures
- ✱ 3 core performance questions
- ✱ RBA 'turn the curve'



Basic Purpose of RBA

Results-Based Accountability™ (“RBA”) is a structured way of thinking and taking action used by communities to improve the lives of individuals, families, and the community.

RBA is intended to

- (1) measure and
- (2) improve the performance of programs and services.

Vermont S.293

...

The report shall be provided in the form of an Accountability Report Card that shall answer the following questions for each population-level Outcome using its related requested population-level indicators:

(A) How much did we do?

(B) How well did we do it?

(C) Is anyone better off?

Vermont S.293- examples

(b) Vermont population-level quality of life outcomes

(1) Vermont has a prosperous economy.

(2) Vermonters are healthy.

(3) Vermont's environment is clean and sustainable.

(4) Vermont's communities are safe and supportive.

(5) Vermont's families are safe, nurturing, stable, and supported.

(6) Vermont's children and young people achieve their potential, including:

(A) Pregnant women and young people thrive.

(B) Children are ready for school.

(C) Children succeed in school.

(D) Youths choose healthy behaviors.

(E) Youths successfully transition to adulthood.

(7) Vermont's elders and people with disabilities and people with mental conditions live with dignity and independence in settings they prefer.

(8) Vermont has open, effective, and inclusive government at the State and local levels

Vermont S.293- examples

(7) Vermont's elders and people with disabilities and people with mental conditions live with dignity and independence in settings they prefer.

(A) Rate per 1,000 vulnerable adults of confirmed reports of abuse and neglect of vulnerable adults.

(B) Percent of elders living in institutions versus home care.

RBA in a Nutshell

2 - kinds of accountability

Population accountability > Population Indicators

Performance accountability > Performance Measures

3 - kinds of performance measures

- * **How much did we do?**
- * **How well did we do it?**
- * **Is anyone better off?**

7 – questions, from ends to means

Turning the Curve

Accountability

has two parts:

1. Population Accountability

...population indicators address
the well-being of

WHOLE POPULATIONS

For Communities – Cities – Counties – States - Nations

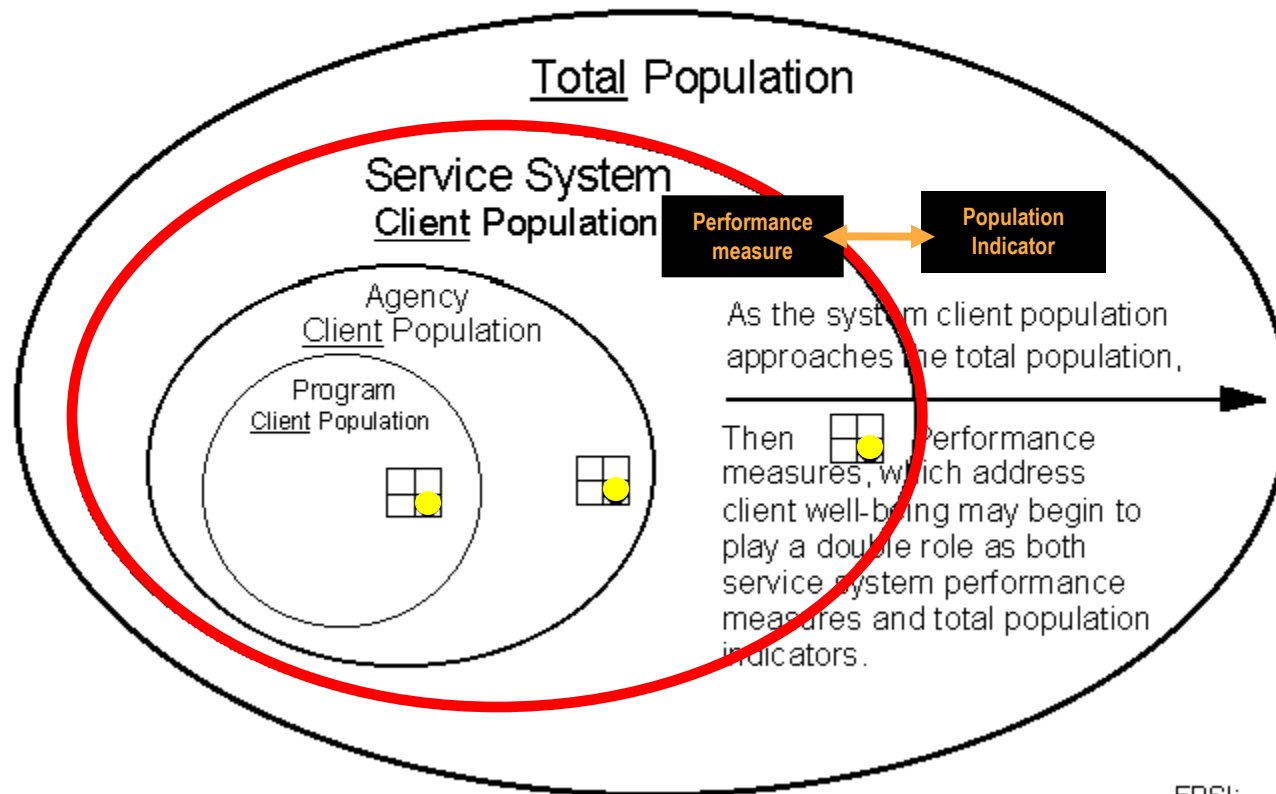
2. Performance Accountability

...performance measures address
the well-being of

CLIENT POPULATIONS

For Programs – Agencies – Service Systems

An Advanced View of the Relationship Between Indicators and Performance Measures





Effort

How

How

Much

Well

Effect

Program Performance Measures

Quantity

Quality

Effort

How much
did we do?

How well
did we do it?

Effect

*Is anyone
better off?*

#

%



Examples....

Fire Department

Quantity

Quality

How much did we do?

How well did we do it?

Effort

**Number of
responses**

**Average response
time**

**% responses within X
minutes**

Effect

Is anyone better off?

**# of fires
kept to
room of origin**

**% of fires
kept to
room of origin**

The Matter of Control

(ME)

Quantity

Quality

How much did we do?

How well did we do it?

Effort

**Most
Control**

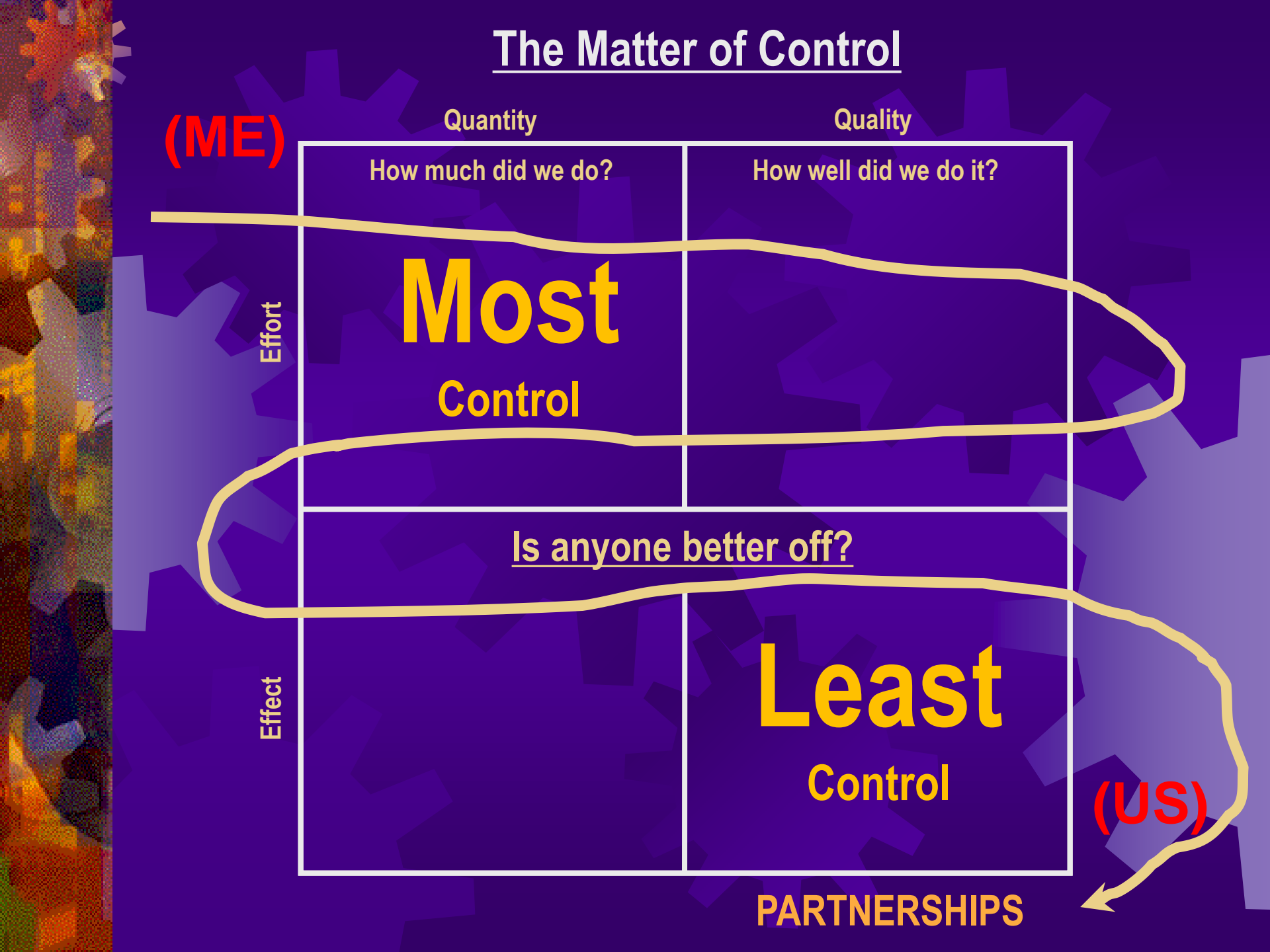
Is anyone better off?

Effect

**Least
Control**

(US)

PARTNERSHIPS



Child Welfare

	Quantity	Quality		
Effort	<p>How much did we do?</p> <p># of children in foster care</p>	<p>How well did we do it?</p> <p>Workload ratio: No. of children per worker</p> <p>% fully certified workers</p>		
Effect	<p>Is anyone better off?</p> <table><tr><td># of children in permanent plcmt within 6 months of entering care</td><td>% of children in permanent plcmt within 6 months of entering care</td></tr></table>		# of children in permanent plcmt within 6 months of entering care	% of children in permanent plcmt within 6 months of entering care
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Drug/Alcohol Treatment Program

Quantity		Quality	
Effort	<p>How much did we do?</p> <p>Number of persons treated</p>	<p>How well did we do it?</p> <p>Percent of staff with training/certification</p>	
	<p># of clients off of alcohol & drugs</p> <p>- at exit - 12 months after exit</p>	<p>% of clients off of alcohol & drugs</p> <p>- at exit - 12 months after exit</p>	<p>Is anyone better off?</p>

Juvenile Justice

	Quantity	Quality
	How much did we do?	How well did we do it?
Effort	Number of children in custody	Percent of children in community based (vs. institutional) care
Effect	Is anyone better off?	
	# of children exiting custody with no repeat offence in 6 months	% of children exiting custody with no repeat offence in 6 months

Not All Performance Measures Are Created Equal

	Quantity	Quality
Effort	<p>How much did we do?</p> <p><i>Least Important</i> <i>(easiest, most common)</i></p>	<p>How well did we do it?</p> <p>Also Important</p>
Effect	<p><u>Is anyone better off?</u></p>	<p><u>**Most Important**</u></p>



“Turning the Curve”

The 7 Performance Accountability Questions

1. Who are our customers? **Primary and secondary**

2. How can we measure if our customers are better off? **'Lower right' measures**

3. How can we measure if we are delivering services well ? **'Upper right' measures**

4. How are we doing on the most important of these measures? **'Baseline' + 'Story behind the Baseline'**

5. Who are the partners that have a role to play in doing better? **'Partners'**

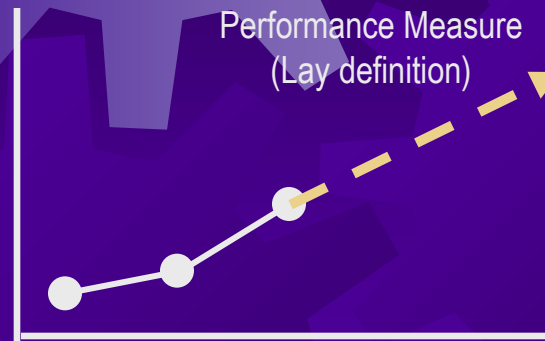
6. What works to do better, including no-cost and low-cost ideas? **Brainstorm...**

7. What do we propose to do? **Three best ideas + at least one off the wall**

ONE PAGE Turn the Curve Exercise

Program: _____

Performance
Measure
Baseline



Story behind the baseline

----- (List as many as needed)

Partners

----- (List as many as needed)

Three Best Ideas – What Works

1. -----

2. -----

3. -----No-cost / low-cost

4. ----- **Off the Wall**

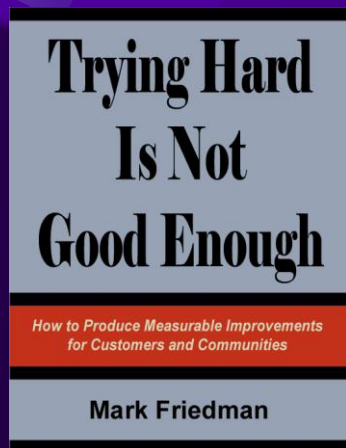
**“Sharp
Edges”**

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Resources

http://humanservices.vermont.gov/copy_of_ahs-results-scorecard
www.raguide.org
www.resultsaccountability.com



Book - DVD Orders
amazon.com
resultsleadership.org

